

North Carolina Department of the Secretary of State
Charitable Solicitation Licensing Division
On-Line Filing Instructions

Welcome to CSL's On-Line Filing Portal designed to provide quick and efficient filing options for our customers. The following instructions are provided to assist you with the on-line filing system.

If you have questions or any trouble creating or managing your account, please call our office at 919-807-2214 or 888-830-4989 (NC Residents only) or e-mail csl@sosnc.com.

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Creating an Account

1. From the CSL homepage, click "Account Login."
2. At the login screen, choose "Register."

Registration Box:

1. **Is this E-Account for a commercial entity.**
 - a. Answer **Yes** if the Account is for a for profit or nonprofit business entity or person that will be paying filing fees using this e-account.
 - b. Answer **No** if the Account will be used by an individual person that will be generating filings **ONLY** but will not be paying any filing fees using this e-account.

Individual e-accounts may be created for each individual within your organization who will be generating filings.

Note: If creating an Individual Account to allow an authorized representative to submit documents on behalf of an Organizational Account, **DO NOT** enter the business entity's ACH information here. The authorized representative will automatically be linked to the Organizational Account by updating the Organization's Account profile with the name of the representative. (You will need to do this first. See below.)

2. If you answered "Yes" to the first question, then enter the **"Entity Name"** (the name of the charity, solicitor, or fundraising consultant) in the field. If you answered "No" then you will complete the fields for **"First", "Middle", "Last" and "Suffix"** for the individual person's account.
3. Enter the **Address, City, State and Zip Code** for the Entity or the Individual Person.
4. Enter the **Telephone Number** of the Entity or the Person.
5. **"Contact Email"**: Enter the Email to be used as the primary contact email for the account.

6. **"Notification Email"**: Your contact email has defaulted to this field. If there is a different email address that should receive notifications for this account, enter it here.
7. **"Billing Email"**: Your Contact Email has defaulted to complete this field. If there is a different email address that should be used for billing issues related to the account, enter it here.
8. Enter the name you wish to use as your **"Account Name"**. You may use any combination of letters and numbers you choose.
9. Enter the characters your wish to use as your **"Password"**. You may use any combination of letters and numbers you choose.
10. **"Verify Password"** by re-entering the exact same characters as you entered in the prior field.
11. Select the **"Industry"** represented by the entity or person.
12. If you would like to be able to pay for your filings by ACH/electronic check, select "yes" to **"Enable ACH"**. If you would prefer to pay via credit card, then select "No" in the "Enable ACH" field.
13. Enter the **"Routing Number"** for your financial institution. This number is found on the bottom left hand corner of your check.
14. Enter your bank **"Account Number"**. This number is the second set of numbers in the bottom left hand corner of your check.
15. Confirm your **"Account Number"** by re-entering it in this field.
16. Click "Submit" to view a confirmation page of your entries.
17. Be sure to write down the Account Name and Password you chose for future reference.

Logging In to Your Account

Once you have set-up an account, you can then access a menu of options for using the on-line filing system.

Log in to your account from the CSL home Page

1. Click on "Account Login"
2. Enter your Account Name
3. Enter Your Password

File an Amendment

If you have received a notification from CSL that a recent filing is insufficient, you can complete your filing here following just a few simple steps.

1. You must have an "E-Account" and be logged in to submit a filing on-line. If you have not registered and established an "E-Account", just follow our registration instructions for "Creating an Account".
2. Log in to the system using your "Account Name" and "Password".
3. From the menu on the left, select "Amend an Existing Filing".
 - a. Enter the "Document ID#" number in the box then press the "Tab Key". The Document ID# number can be found on the letter you received from CSL regarding your recent filing and begins with the letter "L". You will find the Document ID# under the address portion of the letter. Confirm your entity name now appears in the "Legal Name of Applicant Organization" box. Proceed to Step #4 below.
 - b. If you are unable to locate your Document ID# or you do not have your insufficiency letter handy, you can look up your Document ID# by clicking on "Lookup Document ID". This will take you to a new screen where you will enter your organization's name in the

search box. You must enter the entity name in the same way it was entered on the application for the “look up” function to work. Once you have entered the name, click on the organization in the outlined box to access current filings. Then, click on “Pending Filings (PDF Amend Existing Lookup)”. Click on “Add Attachment”.

4. Click on “Browse for Attachment” to search your computer files and locate the pdf document you wish to add as an amendment to the filing. Be sure to select an “Attachment Type” for the document you have uploaded.
5. Continue to use the “Browse for Attachment” button to upload your files until you have added all the documents required to complete your filing. Be sure to choose an “Attachment Type” for EACH document you upload.
6. If you mistakenly upload the wrong document, simply click on “Remove” next to that document and that document will be removed from your current filing session.
7. Once you have browsed for an uploaded all the documents requested in your letter, click “Upload Filing”.
8. Click on the circle button next to your filing on the “Submit A Filing” page.
9. In the “Attachments” column, verify that all the documents listed are those you wish to submit.
10. Click “Submit Filing” to complete the on-line portion of the filing process and submit your documents.

Pay a Fee

1. You must have an “E-Account” and be logged in to submit a filing on-line. If you have not registered and established an “E-Account”, just follow our registration instructions for “Creating an Account”.
2. Log in to the system using your “Account Name” and “Password”.
3. From the menu on the left, select “Amend an Existing Filing”.
 - a. Enter the “Document ID#” number in the box. The Document ID# number can be found on the letter you received from CSL regarding your recent filing and begins with the letter “L”. You will find the Document ID# under the address portion of the letter. Confirm your entity name now appears in the “Legal Name of Applicant Organization” box.
4. If you are unable to locate your Document ID# or you do not have your insufficiency letter handy, you can look up your Document ID# by clicking on “Lookup Document ID”. This will take you to a new screen where you will enter your organization’s name in the search box. You must enter the entity name in the same way it was entered on the application for the “look up” function to work. Once you have entered the name, click on the organization in the outlined box to access current filings/fee amounts owed.
5. The fee amounts owed will appear on the amendment screen as follows:
 - a. The first box labeled “Additional Fees Per the Deficiency Letter” will include any additional license fees owed. This amount should match the amount listed on your letter;
 - b. The second box labeled “Additional Late Fees Per the Deficiency Letter” will include any additional late fees that have accrued. This amount may differ from the amount listed on your letter if additional late fees have accrued since the date the letter was sent;
 - c. The third box labeled “Electronic Transfer Fee” is a \$2.00 required fee for an on-line transaction that will be charged. This fee amount will not be included in the letter you received.
6. To accept and pay the fees listed, click “Upload Filing”.

7. On the "Submit a Filing – Sample Order" page, click the radio button or circle next to the entity name for your current order.
8. In the "Purchaser" box, confirm the information corresponds to the person making the purchase.
 - a. In the Payment Type box, choose "ACH" to pay by electronic check or "Credit Card" to pay with a credit card. Before selecting "ACH" you will have to establish a user account that includes the ACH/electronic check option. If you did not include this with your original account settings, please select "Manage My Profile" from the menu to adjust your settings and add an ACH/electronic check option.
9. Confirm the email address is correct in the "Return Email" box.
10. Click "Submit Filing"
11. For an ACH Payment – click "I AGREE to the terms of this agreement" on the page titled "Agreement to Pay – Current Total \$XX.XX". The total listed should correspond to the total submitted on the prior screen. If there is a discrepancy, click "Back" to return to the prior screen.
12. The final screen to confirm your payment will appear with the message "Transaction Completed - \$XX.XX" and "Your filing was successfully submitted" to confirm your payment has been made.

Check the Status of a Filing

1. You must have an "E-Account" and be logged in to check the status of on-line filing. If you have not registered and established an "E-Account", just follow our registration instructions for "Creating an Account".
2. Log in to the system using your "Account Name" and "Password".
3. Click on "Check My Submissions".
4. You will see a screen with all filings submitted under your user name and password.
5. In the "Status" column, you will see one of the following:
 - a. "PDF Notarization" which means CSL is waiting for you to submit the required notarized pdf document via US Mail. Your filing is not complete and will not be reviewed until you submit this document. If you need to reprint this document, click on "Reprint Notarization". Then take that document and sign it in front of a Notary Public before sending it to CSL.
 - b. "PDF Filed" means CSL has received the required notarization document to complete your application filing. CSL will review your application within 10 days and do one of the following 1) issue a license; 2) issue a letter of exemption; 3) communicate with you regarding a need to submit additional documents or fees to complete the filing.
 - c. "Under Review" means CSL has completed an initial review of your filing and the filing is now in holding waiting for your response to amend the filing.
 - d. "Filed" means CSL has completed the review process and done one of the following: 1) issued a license; 2) issued a letter of exemption; or 3) denied the application for failure to complete the filing after being given notice and due time to amend.

Possible Error Messages

While we hope your experience with the on-line filing system is simple and without problem, as with any process there is almost always the chance of errors or mistakes. Below are some of the most common error messages you may receive while using the system and suggested corrections:

Payment Screen Error Messages:

Transaction Denied

You will receive this error message if we are unable to process your credit card due to the card being expired or if the credit card company has refused to authorize the transaction. Please check to make sure you are using the correct credit card and contact your credit card company if you have further questions.

Account Number must be 16 digits

You will receive this error message if the credit card account number you entered was less than 16 digits in length. Please return to the payment screen and re-enter your credit card number making sure you the account number you enter is 16 digits in length.

Account number must be 15 digits

You will receive this error message if the ACH account number you have entered was less than 15 digits in length. Please return to the payment screen and re-enter your ACH or checking account number making sure the account number you enter is 15 digits in length.

Upload Page Error Messages:

The legal name is required

You will receive this error message if you failed to enter the legal name of the entity on the "Upload Your CSL Documents" page. Please use the menu to return to that page and enter the legal name of the entity in the field marked "Legal Name of Applicant Organization".

A document type is required/ an attachment type is required

You will receive this error message if you failed to select a document type on the "Upload Your CSL Documents" page. Please use the menu or your back arrow to return to this page and select a document type from the drop down menu for "Document Type". Please select the option that best identifies the document you are uploading to the system.

Existing filing not found/the filing could not be located

You will receive this error message if you are attempting to amend a filing that does not currently exist in the system. Please confirm that the Document ID# you have entered is correct by re-entering it on the search screen.

You must have at least one attachment

You will receive this error message if you are attempting to upload a filing without an attachment. Please return to the "Upload your CSL Documents" page and use the "Browse for Attachment" button to search for the pdf file you wish to upload. Be sure to select a "Document Type" to identify the file you have uploaded. Click "Upload Filing" to launch the upload process.

Un-handled system error

You will receive this message if there has been a system error. Please click on the link provided in the error message or here <http://www.secretary.state.nc.us/Redirect/thepage.htm?404=True> and re-start the filing process. If you continue to experience problems, please contact CSL at 919-807-2214.

If you continue to experience difficulty or are unable to complete a filing using the on-line system, please contact CSL at 919-807-2214 or 888-830-4989 (NC residents only) or via email at csl@sosnc.com.